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A Terrific Prescription Benefit Plan

Walgreens Health Initiatives (WHI) is the administrator of the County's prescription drug program. All eligible employees and their dependents enrolled in CIGNA medical insurance or HealthSelect are covered under a WHI prescription drug benefit program. You have two WHI pharmacy benefits from which to choose: One pharmacy plan is a **coinsurance-based plan**. The other pharmacy plan, "Consumer Choice," is focused on smart spending on pharmaceuticals, with some funding by Maricopa County, and includes a rollover feature allowing you to create a credit balance for unused money left on account.

Overview

You may obtain covered medications from **three** different sources, depending on your needs.

1. Retail Pharmacy



The retail network of pharmacies is available for prescriptions you need right away on a monthly basis or for a short time (such as antibiotics). You may obtain up to a **30-day supply** of medication. You have more than 50,000 retail pharmacies to choose from nationwide including Walgreens, Fry's, Safeway, and Wal-Mart, just to name a few. To locate the nearest retail pharmacy, access the www.mywhi.com Web site or call WHI's Member Services at 1-800-207-2568.

2. Walgreens Mail Service



When you need prescriptions for chronic long-term health conditions, such as high blood pressure, you may order up to a **90-day supply** of medication through Walgreens Mail Service program. Ask your physician for a new prescription that will allow you to obtain up to a 90-day supply of medication at one time.

3. Advantage 90



For your convenience, your pharmacy benefit includes an option to receive a 90-day supply of medication at several local pharmacies including Walgreens, Osco and Albertsons. Simply present your ID card with the prescription for a 90-day supply.

Prescription ID Card



Present your prescription ID card every time you have a prescription filled. Your group number is 2229. Only the employee's name displays on the ID card. Dependents' names are on file in the pharmacy system. If you have not received your ID card or you don't have it with you, the pharmacy can fill your prescription with the information displayed on the ID card sample and the member's name and ID number. Your ID number is generally your Social Security number. For questions about your prescription drug benefit, call WHI's Member Services at 1-800-207-2568.

WHI		Maricopa County
PRESCRIPTION DRUG PLAN (sample card)		
RxBIN	603286	
RxPCN	01410000	
RxGRP	512229	
Issuer		
Name	John Q. Public	
ID		



Walgreens Health Initiatives

QUESTIONS & ANSWERS

Q. What should I do if I want to begin using the Walgreens Mail Service program?



A. New members should receive a packet containing their new WHI prescription ID cards. The packet also contains a mail order registration form. Complete the form and send it to Walgreens Mail Service along with a prescription written for at least a 90-day supply of medication. You can find a Walgreens Mail Service Frequently Asked Questions (FAQ) flier and other related information online at <http://ebc.maricopa.gov/hr/benefits> or <http://www.maricopa.gov/benefits>. Select the Walgreens Health Initiatives link, click on your medical plan, and then click on the "Mail Service FAQs" link located at the bottom of the page.

Q. What do I do if it is on or after January 1, 2005, and the pharmacy says I'm not eligible when I request my prescription be filled?



A. If the prescription doesn't process for any reason, you should call WHI's Member Services at 1-800-207-2568. If there is an eligibility issue, you will be referred to the Maricopa County Employee Health Initiatives Benefits Office at 602-506-1010. Benefit coordinators are available 8 a.m.-5 p.m. Monday-Friday. If your eligibility issue cannot be resolved immediately and you need the medication right away, you should pay for it and then request a Direct Member Reimbursement form from the Maricopa County Employee Health Initiatives Benefits Office.

Q. How do I request additional ID cards?



A. Call WHI's Member Services at 1-800-207-2568 to request additional ID Cards. If you need more than two additional ID cards, please advise the member services representative at the time of your request. Dependent names are not listed on your ID card.